

911 Call Answer Time Not w/in 10 Seconds - Busiest Hour of Day Emergency Services



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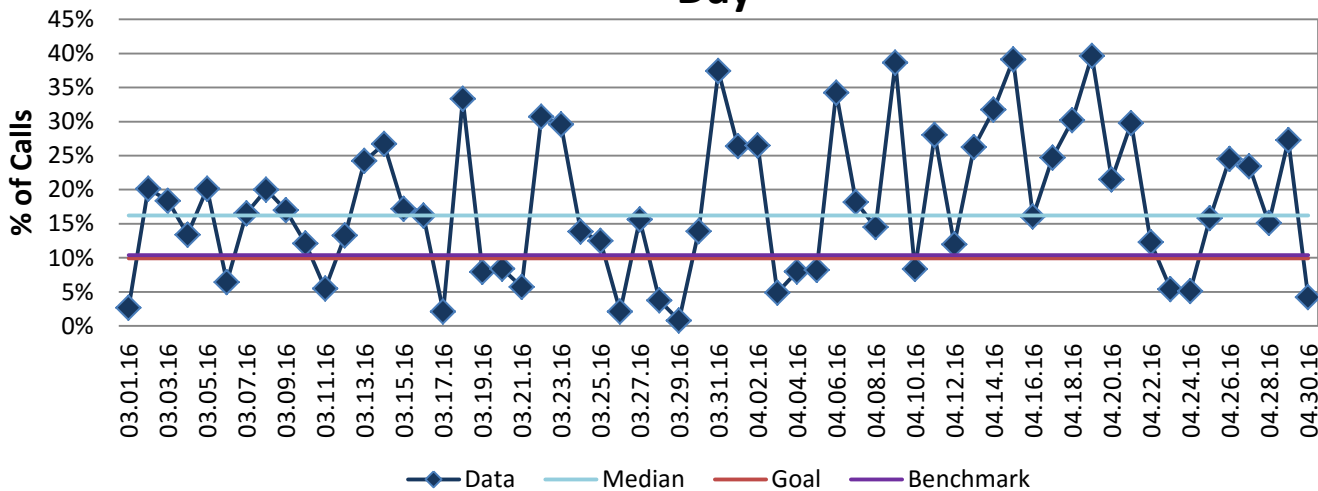
Process: 911 Communications - Medium Gap

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: Sept '15 - 7% calls not within 10 sec during busiest hour of day		Data Source: Cassidian	Plan-Do-Check-Act Step 8: Monitor and diagnose		
Goal: <10% of calls answered outside of target time of 10 seconds during busiest hr of the day		Goal Source: Dept Management Team	Measurement Method: The percentage of 911 calls that were not answered by a 911 call taker within 10 seconds during busiest hr of day		
Benchmark: 90% of all 911 calls answered in 10 seconds during busiest hour of the day		Benchmark Source: NENA	Why Measure: Help enable the quickest possible response to emergency calls		
			Next Improvement Step: Continue to monitor and diagnose		
How Are We Doing?					
03.31.16-04.30.16 1 Month Goal	03.31.16-04.30.16 1 Month Average		04.30.16 Goal	04.30.16 Actual	
10%	21%		10%	4%	
% of Calls	% of Calls		% of Calls	% of Calls	

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Good



The seven basic quality tools, "5 Whys" techniques, brainstorming and other methods will be applied to the measure above. The purpose of using the tools/methods is to understand what makes performance less than desirable when performance is not best in class.